

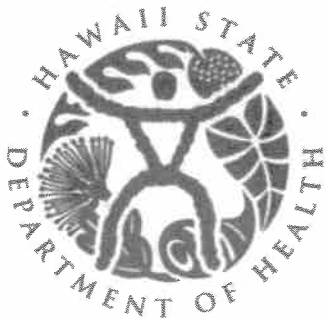
Can anyone help me with my
appeal or grievance?

Yes. You may receive help
from:

- A lawyer;
- Relative;
- Guardian; or
- Friend, or other person
you know.

You may also contact:

- The Legal Aid Office; or
- The local Hawaii Disability
Rights Center



Case Management and Information Services Branch

Mission Statement

The Case Management and
Information Services Branch is
dedicated to the support of
persons with mental retardation
and developmental disabilities to
choose and achieve their
individual goals.

We provide access to our activities
without regard to race, color,
national origin (including
language), age, sex, religion,
or disability.

Write or call our Affirmative Action
Officer at P.O. Box 3378,
Honolulu, HI 96801-3378 or
at (808) 586-4616
(voice) within 180 days of a
problem.

Case Manager: _____
Phone #: _____

July 2008

Grievance and Appeals



Hawaii State
Department of Health
Developmental Disabilities Division

Are you unhappy
with or have been
denied a service?



You may request to have
your appeal heard
through an informal or
formal process.

You should be prepared
to talk about:

- What your appeal is about;
 - Why you do not agree with a decision.
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Informal Appeals

You may request an informal appeal by contacting any of the following people:

- Your Case Manager;
 - Your Case Manager's Supervisor;
 - Your Case Management Section Supervisor (East at 733-9172 or West at 453-6105);
 - The Case Management and Information Services Branch Chief at 733-9172; or
 - The Developmental Disabilities Division Chief at 586-5840.
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For Neighbor Islands you may contact:

- Your Case Manager;
- Your Case Manager's Supervisor;
 - East Hawaii 974-4280
 - West Hawaii 322-1906
 - North Hawaii 887-6069
 - Kauai 241-3406
 - Maui/Lanai 984-8250
 - Molokai 553-3200
- Your District Health Officer; or
- The Developmental Disabilities Division Chief at 586-5840.

Formal Hearing

- Your formal hearing must be in writing.
 - You must send your formal hearing explaining why you do not agree with the action.
 - Send your formal appeal to:
 - The Department of Health
 - Director of Health
 - P.O. Box 3378
 - Honolulu, HI 96801
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If your concern is about a *Medicaid waiver service* you may also send your formal appeal to:

- The Department of Health
Director of Health
P.O. Box 3378
Honolulu, HI 96801
and/or
- The Department of
Human Services
Administrative
Appeals Officer
P.O. Box 339
Honolulu, HI 96809